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Office of the Mayor  
Gavin Buckley, Mayor  
160 Duke of Gloucester Street  
Annapolis, MD 21401-2517

February 27, 2020

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Transportation Board appointment

Pending your approval, I would like to appoint Ms. Jessica Charles-Allen to the Transportation Board. Ms. Charles-Allen is a resident of Ward 5. This appointment fills a vacancy on the board. Her term will end 6/30/2023

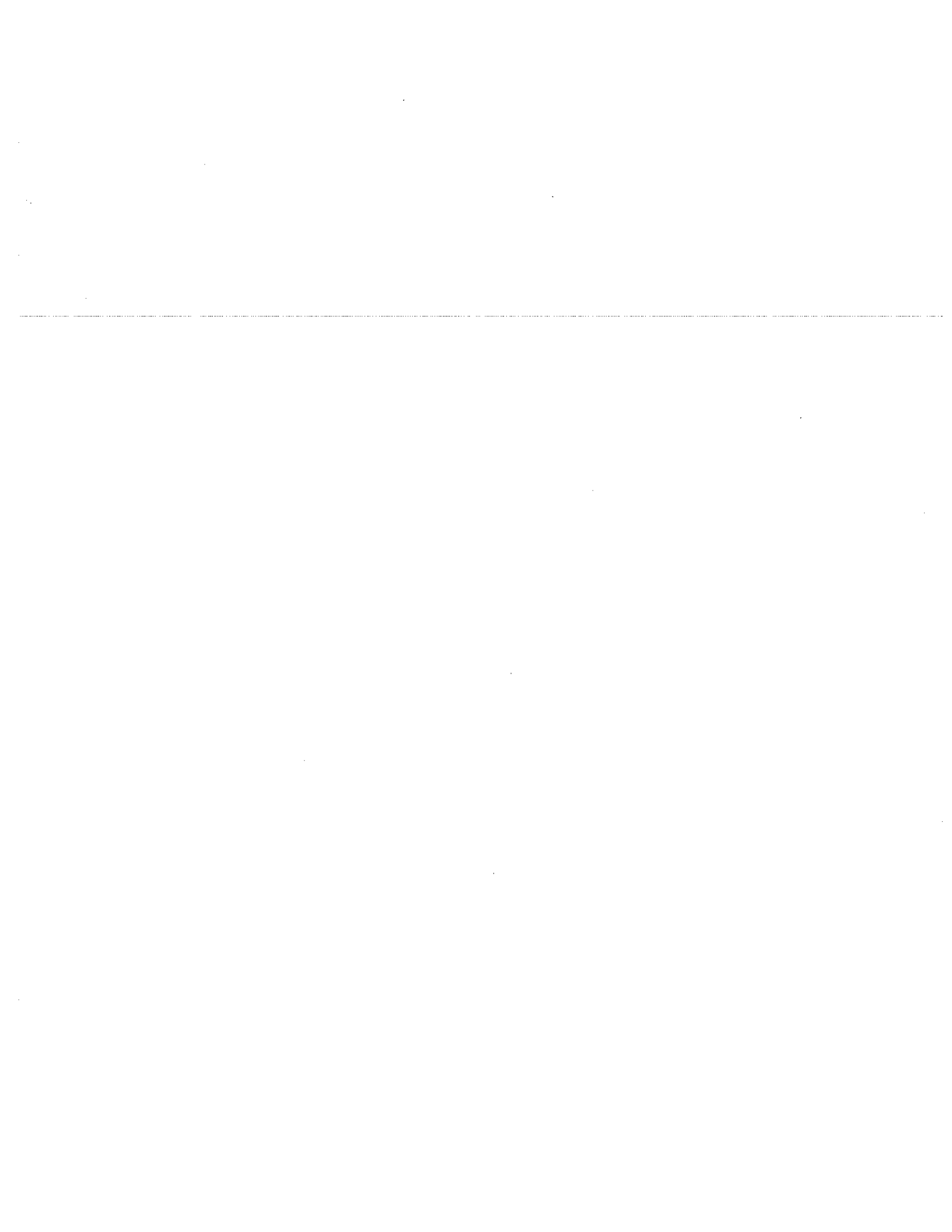
Jessica Charles-Allen  
10H Ironstone Court  
Annapolis MD 21403

A copy of her resume is attached.

Thank You.

GB/hrr

Reviewed by: <u>Transportation Committee</u>	
<u>    </u> Favorable	<u>    </u> Unfavorable
_____	_____
Committee Chair	Date



# Jessica Charles-Allen

10H Ironstone Ct  
Annapolis, MD 21403  
443-245-2859  
[Trchar78@aaccountv.org](mailto:Trchar78@aaccountv.org)

## Key

### Qualifications:

- ❖ Microsoft Office Word, Excel, PowerPoint proficiency
- ❖ Knowledge of PROGRESS language, SQL, PL/SQL
- ❖ PBX phone operating
- ❖ Type: 60 wpm
- ❖ Bookkeeping
- ❖ Data Entry/ 10 key
- ❖ Energetic/dependable/organized
- ❖ Knowledge of Rideshare and Travel Demand Management Strategies
- ❖ Familiar with grant application process and adhering to state and federal requirements.
- ❖ maintains accurate schedules, files and reports
- ❖ Strong communication skills with professionals
- ❖ process office forms, claims, bills, requests and applications
- ❖ Format and type correspondence, reports, tables, contracts, utilizing computer software
- ❖ 8 years of experience in general office support duties.
- ❖ Ability to multi-task
- ❖ Effectively manage and execute marketing campaigns
- ❖ 10 years of exceptional customer service
- ❖ 15+ years of money handling, auditing and budget experience

## Work History

### 12/2018 – Present, AAC Office of Transportation, TDM/Rideshare Coordinator

Duties: Develops, implements, and oversees TDM programs that increase the use of alternative transportation methods. Assists in communicating objectives, proposes policy changes, and develops plans and programs that minimize traffic flow and parking demand in and around Anne Arundel County. Marketing and outreach information on ridesharing, Guaranteed Ride Home, Mass Transit and all modes of transportation.

(Upgraded position)

### 08/2017 – 12/2018, AAC Office of Transportation, Management Assistant

Duties: Count and maintain deposits made from fare routes and donations, assist transit staff with scheduling, verifying clients serviced. Build, operate and maintain client database system, Networking and creating partnerships with other organizations to help promote and market transportation services. Act as Rideshare Coordinator liaison when needed. Provided relief to support staff in the absence.

### 08/2016 – 08/2017, A.A.C Dept. of Aging and Disability (transferred), Annapolis, MD

Duties: Receives visitors, answers telephones, and supplies information to the general public and other county employees, making referrals as appropriate., operating PBX, General clerical duties, Collects data from existing records and types budget documents, numerical data, financial projections. Receives and records cash and/or checks and issues receipts.

### 09/2015 – 02/2017, Parks & Recs Receptionist , City of Annapolis, Annapolis, MD

Duties: prepare new member packets, renew and create new members accounts and memberships, control and update seasonal program information for members. Rent out meeting rooms for different events and meetings. Receives and records cash and/or checks and issues receipts.

### 11/2013 – 02/2015, Night Auditor/GSA, Holiday Inn & Express, Annapolis

Duties: Ensure that the guests are being escorted properly and that they have been directed to the requested rooms after proper completion of the check-in procedures. Manage and adjust the labor and staff requirements so that all the daily activities are executed in an appropriate manner. Ensure that the security system is properly functioning and that it is in good working condition, and to ensure that the hotel environment is safe and secured. To oversee and assist the staff members in providing better customer service and to resolve the customer complaints as well as attend to their special requests. Keep a track of the inventory supplies and make requisitions according to the requirements, to keep updated reports on the relevant data so that it can be presented during the meetings or whenever requested.

(Switched locations still worked for Holiday Inn)

## Education

2009 - 2012

**Strayer University, Millersville, MD**

Associates in Arts in Computer Information Systems

Major: Database Management

**Degree Received**

**Associates in Arts of Science in Information Systems**

**GPA: 4.0 Cum GPA: 3.75**

1998 – 2001

**Annapolis Senior High, Annapolis, MD**

**Diploma received**

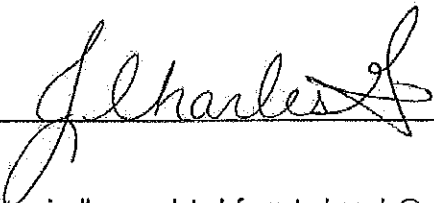
**Business Marketing**

**GPA: 3.45**

**References**

Name	Ramond Robinson (AAC Transportation Director)	Phone	410-222-3294
Address	2664 Riva Road, Annapolis MD 21401		
Name	Martha Arzu (Transit Planner 4)	Phone	410-222-7713
Address	2664 Riva Road, Annapolis MD 21401		
Name		Phone	
Address			

Appointees are subject to the provisions of the City of Annapolis Ethics Code, Annapolis City Code Chapter 2.08. Appointees are strongly encouraged to review this Code and contact the City of Annapolis Office of Law and/or City of Annapolis Ethics Commission with all inquiries.

Signature  Date 02/14/2020

E-mail electronically completed form to [boards@annapolis.gov](mailto:boards@annapolis.gov). Paper copies may be faxed to 410-216-8284 or mailed to the Mayor's Office address above, attention Boards and Commissions Coordinator.



**City of Annapolis**  
Office of the Mayor  
160 Duke of Gloucester Street  
Annapolis, MD 21401-2517

Mayor@annapolis.gov • 410-263-7997 • Fax 410-216-9284 • TDD use MD Relay or 711 • www.annapolis.gov

### Boards and Commissions Application

#### Personal information

Name

Address

City  ST  Zip

Phones Home  Other

E-mail

#### Statement of interest – Why should you be appointed to this board/commission?

To provide and analysis the facts relating to transportation matters affecting the City of Annapolis & Anne Arundel Count  
Also to provide oversight, guidance and TDM experience to help assist in traffic, transit and parking demand.

Are you a resident of the City of Annapolis?  Yes  No

Are you an employee of the City of Annapolis?  Yes  No  
If yes, please state your job title, department & duties.

Do you do business with the City of Annapolis?  Yes  No  
If yes, please detail.

Are you currently serving on any city boards or commissions?  Yes  No  
If yes, please list board(s).

**Work experience (titles and duties)**

Title: Rideshare Coordinator/Travel Demand Management(TDM)

(program manager for AAC rideshare program called commuter crew)

Organization: Anne Arundel County Office of Transportation

Duties: TDM: I create planning solutions to reduce vehicle traffic, parking demand, greenhouse gases, and pollution. Imp

Rideshare Coordinator: Create strategies to inform and encourage travelers to maximize the efficiency of a transportation mode, reduce congestion, and lower vehicle emissions

**Educational background (certificates, diplomas, degrees, seminars, etc)**

Associates Degree: Information technology database management

Association for Commuter Transportation (A.C.T) - impact leadership certificate,

Seminars:

\* A.C.T International conference (breakout sessions) -every year

\* Routmatch conference - (various transit software seminars)

\* TAM annual conference - Every year

\* Emerging mobility summit - nov/2019

**Other experience (volunteer experience, memberships etc)**

Memberships:

\* Anne Arundel County Chamber of Commerce

\* ACT - Association for Commuter Transportation

\* WashCog - Commuter Connections - (I am the AAC administrator)

\* BWI Business Partnership

\* TAM - Transportation Association of Maryland